

VALLEY HEALTH PLAN

P.O. Box 3128
2270 EastRidge Center
Eau Claire, WI 54701
Phone: 715-836-1254/1-800-472-5411 Fax: 715-836-1298
www.valleyhealth.biz






Type of Plan	Health Maintenance Organization
Total Number of Members.....	25,300
Years of Operating Experience	21+ years
Total Number of Primary Care Physicians (PCPs).....	235
Percentage of PCPs Accepting New Patients	100%
Percentage of Board Certified Specialty Care Physicians	89%
Number of Urgent Care Facilities	13
Number of Dentists.....	61
Percentage of Dentists Accepting New Patients	100%

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	Valley Health Plan (VHP) does not require a written referral for in-network services. The member's primary physician will coordinate all specialty care. Care referred to an out-of-network provider requires a written authorization from the primary care physician prior to services being rendered. You will be notified in writing from VHP if your referral is approved or denied.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your EOMB is needed.
On-Line Services	The VHP Web site www.valleyhealth.biz is a valuable resource for obtaining health insurance information. Our site offers you the ability to access our Provider Directory by Provider Name, Plan & Specialty, or Location. You may also download and/or print a complete listing of our entire directory by selecting the Provider Directory PDF link from the Provider Directory page. Our site also provides you access to Customer Service, Tips for Cutting Health Care Costs, Members Rights and Responsibilities, Immunization & Preventive Health Schedule and links to Health and Wellness Resources.
Outpatient Mental Health Network/Policy	A referral is not required if you use a VHP provider.
24-Hour Nurse Line	Not Available
PCP Restrictions	Each family member may choose a different Primary Care Provider from the VHP network. You are able to change your Primary Care Provider up to three times per year. If you move 30 miles or more from your designated Primary Care Provider, you may also select at that time another Primary Care Provider.
Dental Benefits If Provided	Preventive dental coverage is available to all state members through VHP participating dental providers. Covered benefits include: 100% dental coverage for yearly examination, prophylaxis/cleaning, bitewing x-rays, fluoride treatment for children 14 years and under, and sealants for children for 14 years and under (one initial treatment per posterior tooth).

ADDITIONAL INFORMATION

Quality Improvement Initiatives	<ul style="list-style-type: none"> • Average speed of answer on incoming calls has a benchmark set at 30 seconds and VHP is consistently exceeding the goal. • Abandonment rate of calls has a benchmark at 5% and VHP consistently exceeds this goal. • Informational letters are sent to members with diabetic diagnosis to advise them of the Diabetic Education program available in their area. • VHP Web site www.valleyhealth.biz has been updated to include member and provider information. • Expanded smoking cessation program. • Expanded wellness and fitness programs.
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Counties in Service Area	Hospitals in County	Major Providers in County*
Barron	Lakeview Medical Center Barron Memorial Medical Center Cumberland Memorial Hospital	Marshfield Clinic-Indianhead Center - Rice Lake Midelfort Clinic – Barron Midelfort Clinic – Cameron Cumberland Clinic – Cumberland Cumberland Clinic – Turtle Lake Midelfort Clinic – Mondovi
Buffalo		
Chippewa	Bloomer Community Memorial Hospital	Midelfort Clinic – Bloomer Midelfort Clinic – Chippewa Falls
Dunn	Myrtle Werth Medical Center	Red Cedar Clinic – Menomonie
Eau Claire	 Luther Hospital-Mayo Health System	Midelfort Clinic – Eau Claire Family Medicine Clinic – Eau Claire
Pepin	Chippewa Valley Hospital & Nursing Home	Castleberg Clinic – Durand Durand Medical Building – Durand
Pierce	 River Falls Area Hospital	Hudson Physicians Red Cedar Clinic – Elmwood River Falls Medical Clinic – Ellsworth/Spring Valley
Polk	Amery Regional Medical Center	Amery Regional Medical Center – Amery/Clear Lake Luck Medical Clinic – Luck Turtle Lake Clinic – Turtle Lake
Rusk		Marshfield Clinic – Bruce Center
St. Croix	Baldwin Area Medical Center Holy Family Hospital – New Richmond  Hudson Hospital	Baldwin Area Medical Center – Baldwin Hudson Physicians – Hudson New Richmond Clinic, SC – New Richmond Red Cedar Clinic – Glenwood City River Falls Medical Clinic – River Falls
Trempealeau	Osseo Area Hospital	Midelfort Clinic – Osseo Osseo Family Medicine Clinic – Osseo

* This column provides only a general summary of major provider groups. For a complete listing, please visit our Web site at www.valleyhealth.biz or contact Valley Health Plan Customer Relations at (715) 836-1254.